THE PEOPLE NETWORK

# TNT
# USER GUIDE

A helpful guide to make shipping simple

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THE PEOPLE NETWORK

# WELCOME TO TNT



## THANK YOU FOR CHOOSING TNT

**This guide will help you choose the best way to connect to your customers through a network of dedicated people.**

It lists all of our standard services, so you can immediately start saving time and costs, allowing you to focus on your core business.

Whatever you need to send and wherever it needs to go, our highly trained Customer Service team can help you choose the best solution for your business. To speak to one of us directly, just call 0800 100 600.

When you work with TNT you get a partner, not a supplier. You have a network of more than 65,000 experts on your side, ready to handle any challenge and dedicated to helping your business run smoothly.

We are here to connect you to your customers, wherever they might be. Around the world and around the clock, delivering your customer promises is what keeps us, The People Network, moving.

ISO 9001 ISO 14001 OHSAS 18001

# GETTING **STARTED**

## WE ARE READY TO DELIVER YOUR PROMISES

Just follow the steps below to get started.

STEP 01

### CHOOSE YOUR SERVICE

Whatever you need to send and wherever it needs to go, we give you complete control over the speed of your supply chain.

STEP 02

### BOOKING YOUR SHIPMENT

Our booking tools make sending and managing shipments easy. You can also use these tools to prepare your shipping documentation.

STEP 03

### PACKING YOUR SHIPMENT

Large or small, heavy or light, you can rely on us to get it there. Follow our packing advice to help ensure your shipment arrives in perfect condition.

STEP 04

### TRACKING YOUR SHIPMENT

Have complete control and peace of mind as you track your shipment over its entire journey.

STEP 05

### EASY PAYMENT TOOLS

Our payment tools are designed to save you time and money, so you can focus on doing business.

STEP 06

### ADDITIONAL SERVICES

From dangerous goods to special handling, when you need something special, we can help.

www.tnt.co.uk
0800 100 600

# EXPAND YOUR **EUROPEAN REACH**

## RELIABILITY. ANY TIME, ANYWHERE

TNT's fast, extensive road network across Europe provides a wide range of delivery services so you can meet your customer commitments and expand your business reach. We connect you to your customers with 55,000 trips by road and more than 700 flights each week.

It might be a simple hop to a nearby city, or an express delivery from France to deepest Poland; we will handle everything, from door to door. We drive hundreds of thousands of kilometres between our 72 European road hubs every day and serve 68 airports in 44 countries across the continent.

OVER **700** **FLIGHTS** BETWEEN 68 AIRPORTS **EACH WEEK**

**68** IN **44** **AIRPORTS** **COUNTRIES** ACROSS EUROPE

**55,000** TRIPS BETWEEN 72 EUROPEAN ROAD HUBS **EVERY WEEK**

**KEY**

- AIR NETWORK
- ROAD HUB

OSL
TKU
VST
TLL
SVG
GOT
RIX
SVO
BLL
MMX
KUN
GDN
MSQ
EDI
BFS
DUB
EMA
STN
SFX
WAW
ERF
LGG
KTW
KBP
CDG
NUE
PRG
BRQ
RNS
MUC
VIE
BUD
KIV
BSL
GVA
LJU
LYS
LIN
BLQ
SJJ
BEG
OTP
TLS
MRS
VIT
SOF
ZAZ
BCN
CIA
OPO
SKG
SAW
MAD
CAG
VLC
LIS
ATH
SVQ
CTA
ALG
TUN
MLA
LCA

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0800 100 600

# YOUR GLOBAL REACH

## USING TNT MEANS HAVING ONE SUPPLIER CONNECTING YOU TO THE WHOLE WORLD

We offer one integrated network over road and air, so your business can be more agile and cost efficient.

From collection through to customs clearance and confirmation of delivery, we handle every step.

Our international capability helps to seamlessly connect you to your customers wherever they might be.

Local expertise within our integrated door-to-door network spanning 200 countries and our Authorised Economic Operator status helps smooth the complexities of different global customs regulations, speeding up the delivery of your package.

### USA

- Our trans-Atlantic Boeing 777 links the USA and Europe five times a week
- Complete nationwide coverage for Express and Economy Express services through our four gateways (New York, Chicago, Los Angeles, Miami) as well as our network of delivery depots
- Complete access to the world's largest economy

### SOUTH AMERICA

- Direct flights to all major South American cities from Europe, North America and Asia
- Market leading presence in Brazil, Chile and Argentina that offers all TNT services
- Providing reliable Express and Economy Express services throughout South America via dedicated air and road networks

### MIDDLE EAST

- Offering connections between major business centres across the Middle East, including an extensive road network spanning eight countries for packages and freight
- Providing Time and Day Definite services with full track and trace visibility for greater control and security

### CHINA

- Our own fleet of Boeing 747s link Europe and China five times a week
- Regular flights to/from Europe to major commercial and manufacturing centres covering Beijing, Chongqing, Guangzhou, Hong Kong and Shanghai

### ASIA PACIFIC

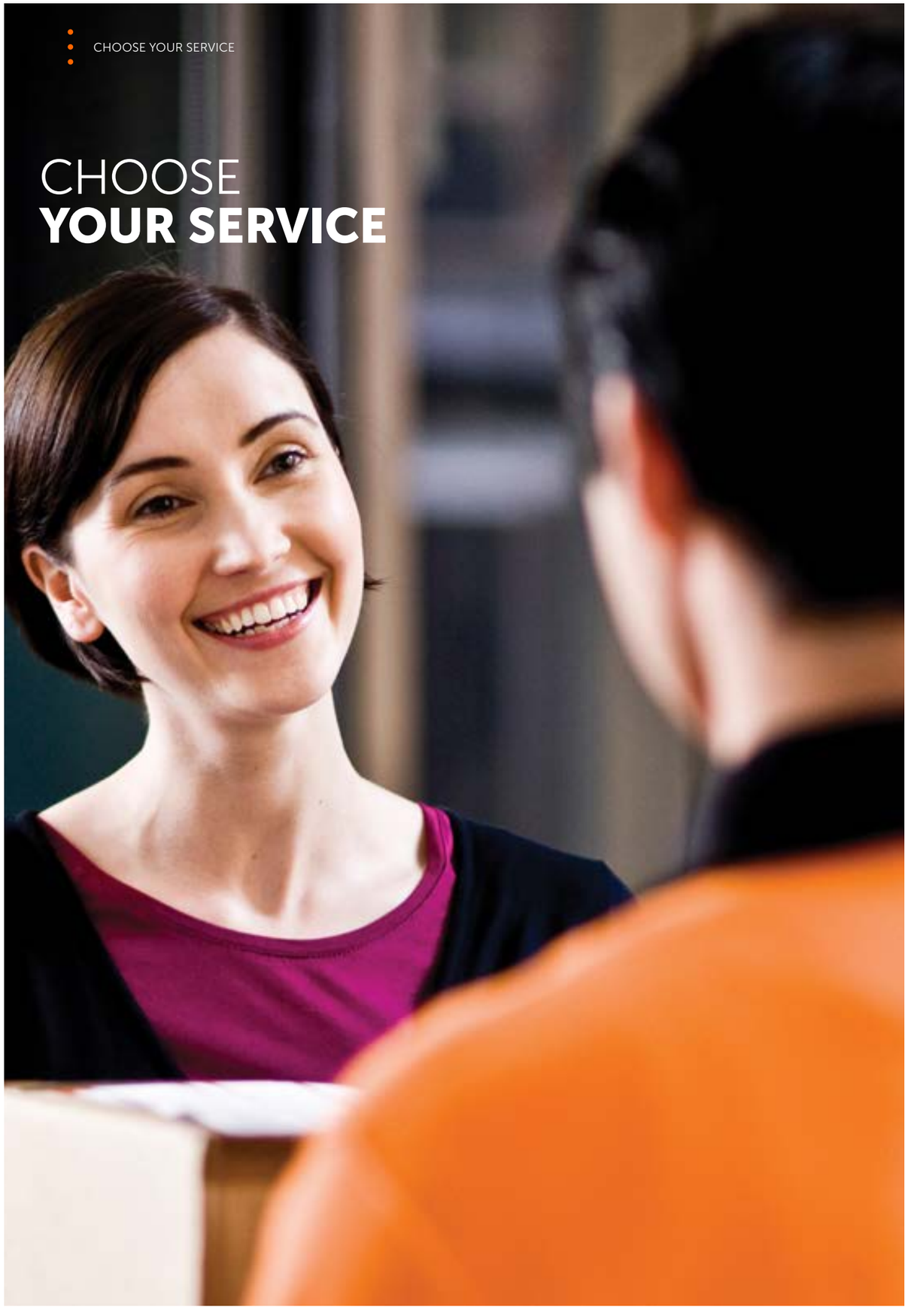
- Connecting Europe to all key Asia Pacific commercial centres including Tokyo, Bangkok, Kuala Lumpar, Singapore, Sydney and Melbourne
- Providing more certainty with reliable transit times within East Asia, between Europe and East Asia and China
- A pan-Asian, day-definite road network with door-to-door import and export road freight services providing access to over 125 cities across Vietnam, Thailand, Singapore, Malaysia and Laos and connecting into China via Hong Kong

STEP
01

# CHOOSE YOUR SERVICE

Whatever you need to send and wherever it needs to go, we give you complete control over the speed of your supply chain

# CHOOSE
# YOUR SERVICE



www.tnt.co.uk
0800 100 600

## CHOOSE THE SPEED OF YOUR SUPPLY CHAIN

**Get door-to-door delivery at the time and cost that best suits your business.**

Around the world and around the clock, our integrated air and road network always delivers. Whether you need a delivery down the road or across the globe, there will always be an option for your business.

See the table on this page for a summary of the choices available.

Choose a service based on your needs and budget and we will handle the rest.

| | | | |
|---|---|---|---|
| For your most urgent shipments | TIME CRITICAL SERVICES | | DEDICATED VEHICLE<br>AIR CHARTER<br>ONBOARD COURIER<br>NEXT FLIGHT OUT |
| For your international shipments when speed and certainty are important | TIME & DAY DEFINITE SERVICES | **EXPRESS** | SPECIAL EXPRESS<br>9:00 EXPRESS<br>10:00 EXPRESS<br>12:00 EXPRESS<br>EXPRESS |
| | | **ECONOMY** | 12:00 ECONOMY EXPRESS<br>ECONOMY EXPRESS |
| For your heavier freight shipments | FREIGHT SERVICES | | AIR FREIGHT<br>ROAD FREIGHT<br>SEA FREIGHT |

www.tnt.co.uk
0800 100 600

Choose the speed you need

# TIME CRITICAL SERVICES

## OUR TIME-SPECIFIC, GUARANTEED DELIVERIES GIVE YOU PEACE OF MIND FOR YOUR MOST URGENT SHIPMENTS

These are our fastest, most secure services and they come with full tracking, so you have the confidence to promise a delivery time to your customers.

### DEDICATED VEHICLE

Have complete control of deliveries with your own dedicated van, truck or temperature-controlled vehicle.

- Tailor-made solutions and optimised routes
- Secure, convenient door-to-door service, all day, every day
- Full customs clearance, plus delivery confirmation
- Optional enhanced liability for all types of shipment

### AIR CHARTER

Get your own dedicated aircraft for large urgent shipments.

- Suited to unusually heavy, bulky or perishable goods
- Complete visibility and control, anywhere in the world
- Door-to-door or door-to-airport process, from collection through to customs and delivery
- Optional enhanced liability for all types of shipment

### ONBOARD COURIER

Send documents and parcels in the hands of a dedicated courier on a commercial flight.

- Personal delivery to a named recipient
- For parcels and documents
- Secure, convenient door-to-door service, all day, every day
- Optional enhanced liability for all types of shipment

### NEXT FLIGHT OUT

The fastest way to send something abroad.

- First commercial flight out
- Dedicated courier for collection and delivery
- Full customs clearance and confirmation call upon delivery
- Optional enhanced liability for all types of shipments

Trust us to meet your deadline

# TIME & DAY DEFINITE SERVICES

## WE OFFER THE WIDEST RANGE OF TIME AND DAY DEFINITE SERVICES ON THE MARKET

Our Express and Economy services provide door-to-door delivery, customs clearance and online tracking for total peace of mind. Just choose the solution that works best for you.

## EXPRESS SERVICES

When you need a guaranteed delivery by a fixed time, choose our Express services.

### SPECIAL EXPRESS

Get a solution tailor-made to your time requirements.

- Dedicated collection and/or delivery worldwide
- Shipment sent by fastest possible route
- Specialist staff manage your shipment from start to finish
- For documents, parcels and freight
- Optional enhanced liability for all types of shipment

### 9:00 EXPRESS

Our 9:00am service makes sure it's there at the start of your customer's working day.

- Guaranteed delivery by 9:00am the next possible working day
- For documents and parcels
- Delivery to major cities and business areas in more than 40 countries
- Consignments up to 210kg
- Optional enhanced liability for all types of shipment

### 10:00 EXPRESS

Get an early morning delivery for your customer's convenience.

- Guaranteed delivery by 10:00am the next possible working day
- For documents and parcels
- Delivery to major cities and business areas in more than 45 countries
- Consignments up to 210kg
- Optional enhanced liability for all types of shipments

### 12:00 EXPRESS

Delivery by noon for the perfect balance between urgency and budget.

- Guaranteed delivery by noon the next possible working day
- For documents, parcels and freight
- Delivery to major cities and business areas in more than 65 countries
- Consignments up to 500kg
- Optional enhanced liability for all types of shipment

### EXPRESS

Delivery before close of business, so you can always respond to your customer's needs.

- Delivery the next possible working day
- For documents, parcels and freight
- Delivery worldwide
- Consignments up to 500kg
- Optional enhanced liability and optional priority service for all types of shipment

Control your costs



# TIME & DAY DEFINITE SERVICES

## ECONOMY SERVICES

Control your costs on less urgent shipments.

### 12:00 ECONOMY EXPRESS

For the most economical guaranteed delivery by noon, this service utilises the fastest road network in Europe.

- Guaranteed delivery by noon on a specified business day
- For parcels and freight
- Delivery to major cities and business areas in more than 25 European countries
- Consignments up to 500kg
- Optional enhanced liability for all types of shipment

### ECONOMY EXPRESS

For your less-urgent parcels and freight, choose this economical, day-definite delivery service.

- Delivery on a specified business day
- For parcels and freight
- Delivery worldwide
- Consignments up to 7,000kg in Europe and 500kg worldwide
- Optional enhanced liability for all types of shipment

### EXPRESS IMPORT

Express Import lets you collect shipments from more than 175 countries using all Express and Economy services.

We handle all the necessary customs clearance, provide full tracking and bill you in your local currency. Arrange a shipment through Customer Service or using our Express Import tool.

# FREIGHT SERVICES

## SEND SHIPMENTS WORLDWIDE WITHOUT WEIGHT OR SIZE RESTRICTIONS

**As a trusted agent with AEO (Authorised Economic Operator) status we provide expert handling, customs clearance and advice with paperwork.**

Our freight options are cost-effective and are ideal for non-urgent, heavier shipments. We work with high quality partners in more than 200 countries to ensure that whatever the size, weight or shape of your shipment, we can deliver.

### AIR FREIGHT

For larger and speedy shipments where the urgency does not justify the cost of a chartered aircraft, express or economy services.

- Door-to-door option manages delivery through the whole process
- Door-to-airport option also available
- Ideal for shipments over 100kg or of irregular shape

### ROAD FREIGHT

For cost-effective transport of larger shipments.

- Option of dedicated vehicle solely for your shipment
- Available throughout Europe, Middle East and Asia
- Direct, safe and secure

### SEA FREIGHT

For economical transport of larger shipments in containerised ships.

- All import and export clearance handled
- Choice of door-to-door, door-to-port or port-to-port options
- Cost-effective for intercontinental deliveries

STEP

# 02

# BOOKING YOUR SHIPMENT

Our booking tools make sending and managing shipments easy. You can also use these tools to prepare your shipping documentation

# BOOKING YOUR SHIPMENT

## WE WANT TO MAKE SHIPPING EASIER FOR YOU

**You can book, manage and track deliveries by phone or online, whatever you find most convenient. We have five efficient digital tools to choose from and our Customer Service representatives are ready to handle any situation.**

There is always a driver in your local area, so we are always ready to collect. All it takes is one quick call or a few simple clicks.

## Simple, fast ordering

### TNT DIRECT

Control every stage of your shipment with a few simple clicks and no need to log in. Save time and hassle with this online one-stopshop.

- Immediate quote for export and domestic shipments
- Immediate booking and preparation of documents
- Email carriage forward paperwork direct to customers
- Real-time tracking during transport
- Get your invoice online or pay online

### myTNT

If you need to send shipments regularly, this is the quickest, easiest option. Get your own secure area on our website so you can do everything in one place. Ideal for low-volume shippers.

- Personalise quotes on any shipments
- Store your database online for auto-completion of addresses
- Email carriage forward paperwork direct to customers
- Real-time tracking during transport including POD image
- Immediately book and prepare all documents
- Multi-user access

### EXPRESSSHIPPER

This easy-to-use application gives you a complete real-time overview of your shipments, so you are always up to date.
Ideal for regular senders who need several users to access shipping information.

- Check prices and book collections easily
- Manage and store shipping addresses
- Print shipping labels
- Track your shipments in real-time
- Email advanced shipping notification to customers

### EXPRESSMANAGER

ExpressManager integrates with your own system so you can streamline your processes through a simple, user-friendly interface.
Ideal for high-volume shippers.

- Fully scalable for single departments or multiple sites
- Automatically create and print barcoded labels
- Create and store despatch templates for regular consignments
- Generate batches of labels for identical shipments going to multiple destinations
- Consolidate similar shipments to reduce costs

## EXPRESSCONNECT

Our portfolio of web integration solutions lets you integrate TNT's shipping services into your website and internal business applications. Ideal for those who manage their business online.

- Real-time status information for you and your customers
- Real-time, online quotes for you and your customers
- Generate invoices and manifests
- Quickly generate barcoded labels
- Integrate with your own branding

## EXPRESSIMPORT

Arrange hassle-free imports with this online system and take control of your Import collections abroad. Available through myTNT and supported in over 30 languages.

- Control shipping costs by getting a quote beforehand
- Get quotes and billing in your own currency and language
- Organise repeat or regular collections quickly and easily
- Customs clearance support is included
- Visit www.tnt.co.uk to see the demo

## CONSIGNMENT NOTES

If you prefer not to use our online tools, you can manually complete a consignment note for your shipemnt.

## CUSTOMER SERVICE

We are here to help

We want to keep your business running smoothly and to help you keep your customer promises.

Our highly trained, solutions-focused Customer Service representatives are available to make sure that you and your customers are always satisfied.

If you have any questions, or need any help with a shipment, just contact us on 0800 100 600.

# PREPARING YOUR DOCUMENTS

## CONSIGNMENT NOTES

**Consignment notes help to ensure your shipment is delivered as quickly as possible.**

When you're sending a shipment, you'll need to create a consignment note. It contains all the details about your shipment and accompanies the shipment throughout its journey. The easiest way to prepare your consignment note is to use one of our online shipping tools.

When you have entered all details for your shipment, the online tool will generate a consignment note which you can print onto plain paper. If you would prefer not to use our online tools, you can manually complete a consignment note for your shipment.

The examples below show you the details you will need to complete.

### CONSIGNMENT NUMBER

Every shipment is assigned a unique consignment number. It appears underneath the barcode of the note. You can use these letters and numbers to track the status of your shipment through our tracking tools.

## INFORMATION TO BE INCLUDED ON A CONSIGNMENT NOTE

**1.**
### SENDER'S ACCOUNT NUMBER

Please fill in your TNT account number. This is the account number that will be issued the consignment charges, unless Section 2 'Invoice to Receiver' payment option is selected. Refer to point 2 below.

**2.**
### INVOICE TO RECEIVER

If the Receiver is paying for the consignment charges, please cross this box and provide the Receiver's TNT account number. If the Receiver's account number is not known, please contact Customer Service.

Note: The sender is liable for all unpaid charges.

**3.**
### CUSTOMER REFERENCE

You can enter any internal reference code that you would like to be printed on the invoice, with a maximum of 24 characters. This reference can also be used to track your consignment on www.tnt.co.uk – Track My Package.

**4.**
### FROM (COLLECTION ADDRESS)

Please complete with company name, collection address, contact person and telephone number.

**5.**
### TO (RECEIVER)

Please complete Receiver's company name, address, contact person and telephone number.

Note: We cannot deliver to P.O. Box numbers.

If you have selected Invoice to Receiver payment option in Section 2, only a permanent office address is accepted.

**6.**
### DELIVERY ADDRESS

Please complete Receiver's company name, address, contact person and telephone number.

Note: We cannot deliver to P.O. Box numbers.

**7.**
### DANGEROUS GOODS

Indicate whether or not the consignment is of hazardous nature. If you are intending to send dangerous goods, please call Customer Service for advice.

**8a.**
### SERVICES

Select the service that you require. If no service is selected, our Express service will be provided. Please call Customer Service if you require our Special Express service.

If you are not sure whether to select documents or non-documents, please contact Customer Service who can also advise you on any paperwork requirements.

**8b.**
### OPTIONS

Please select the option(s) you require.

Priority – Priority handling from pick-up to delivery which is available for Express and Economy Express.

Insurance – Cover the full value of shipment. Please provide the insured value and currency if the insurance is for non-documents. For document insurance, please leave the value and currency field blank.

**9.**
### SPECIAL DELIVERY INSTRUCTIONS

Please indicate any special delivery or customs instructions that you may require.

**10.**
### GOODS DESCRIPTION

Please provide full description of goods, number of packages, gross weight and consignment dimensions.

**11.**
### DUTIABLE SHIPMENT DETAILS

For dutiable shipments, please state the VAT/TVA/BTW of the Receiver and provide the value of the shipment (as shown on commercial invoice).

It is important to:

- Write in CAPITAL LETTERS
- Press hard when writing manual consignment notes so that the information transfers onto all copies

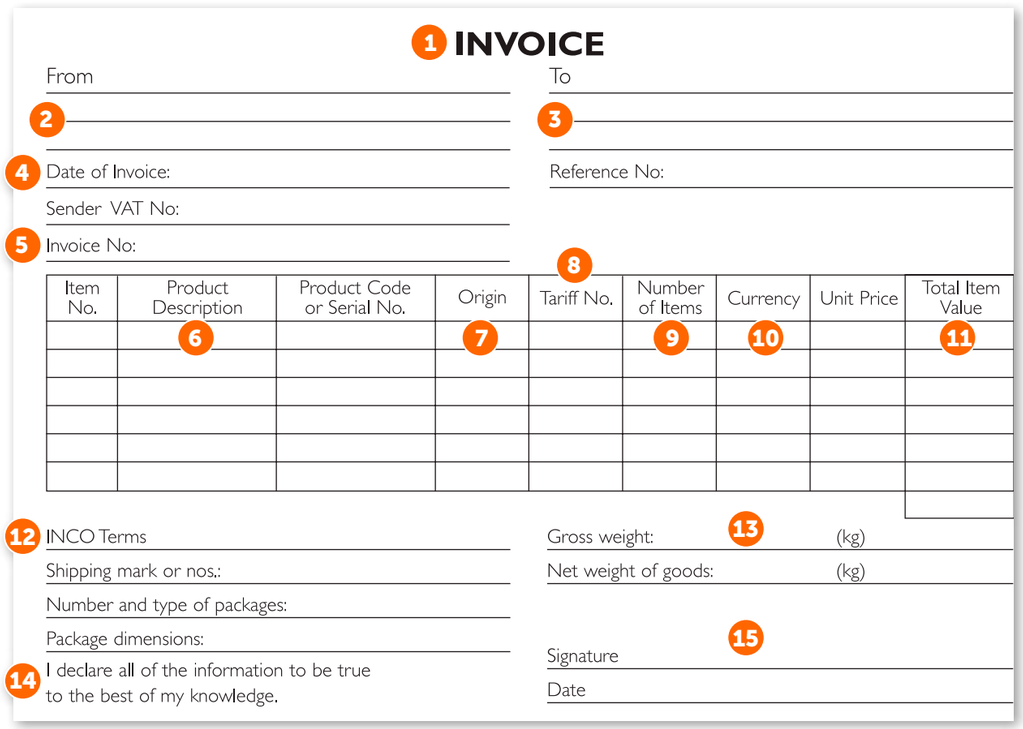
# COMMERCIAL INVOICES

Customs authorities require an invoice for all international shipments.

A commercial invoice is used when goods are part of a commercial transaction or intended for sale.

A proforma invoice is for goods with no commercial value. We advise customers to use their own invoices, but the example below shows the information that should be included.

To make things even easier, you can use our online tools, visit www.tnt.co.uk for more information.



1 INVOICE

From

2

To

3

4 Date of Invoice:

Reference No:

Sender VAT No:

5 Invoice No:

| Item No. | Product Description | Product Code or Serial No. | Origin | Tariff No. | Number of Items | Currency | Unit Price | Total Item Value |
|---|---|---|---|---|---|---|---|---|
| | 6 | | 7 | 8 | 9 | 10 | | 11 |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

12 INCO Terms

Gross weight: 13 (kg)

Shipping mark or nos.:

Net weight of goods: (kg)

Number and type of packages:

Package dimensions:

15

Signature

14 I declare all of the information to be true to the best of my knowledge.

Date

# INFORMATION TO BE INCLUDED ON A COMMERCIAL INVOICE

**1.**
The word "invoice" ("Proforma" invoices are only acceptable in certain circumstances).

**2.**
Sender company name and address.

**3.**
Receiver company name and address.

**4.**
Date of invoice.

**5.**
Invoice number.

**6.**
Full description of each item of goods supplied (catalogue and part numbers are not sufficient to describe the goods) to enable correct Customs Tariff Classification.

**7.**
Country of origin (i.e. where manufactured) of each type of goods being supplied.

**8.**
Please include this information (if known) – also referred to as a 'commodity code'. In the absence of a Tariff being provided, a full and accurate description of goods MUST be supplied.

**9.**
Quantity of each item of goods supplied.

**10.**
Clearly state currency in which the value of goods is expressed.

**11.**
Total value of all goods covered by the invoice.

**12.**
INCO Term is based on the transaction and payment between the seller and buyer of the goods and the official point of hand-over of responsibility.

**13.**
Gross weight (i.e. including packaging), net weight (i.e. excluding packaging) and number of items.

**14.**
The following statement must appear "I declare all of the information to be true to the best of my knowledge".

**15.**
The invoice must be signed and dated.

A signed commercial invoice is essential for customs clearance. Customs requirements may vary from country to country and change without notice.

If in doubt, please contact Customer Service.

STEP

# 03

# PACKING YOUR SHIPMENT

Follow our packing advice
to ensure your shipments arrive
in perfect condition

# PACKING
# YOUR GOODS SAFELY

## PACKING YOUR SHIPMENT SAFELY HELPS IT GET TO ITS DESTINATION IN PERFECT CONDITION

**The TNT 'Fit to Travel' programme aims to prevent damage to goods during their journey.**

These pages include some simple tips to help protect your shipment. Follow them to ensure that your shipment is one of the one million that arrives on time and in perfect condition every day.

We also offer a range of high quality, TNT branded packaging materials. If you would like to order some, simply visit www.tnt.co.uk or call Customer Service.

## TNT PACKAGING CATALOGUE

We can provide you with self-sealing plastic satchels and carton envelopes. Using the correct packaging will ensure your contents are well protected. Please choose the best solution from the options below and contact Customer Service to order packaging supplies.

| CATEGORY | PACK | DESCRIPTION | DIMENSIONS (mm) |
|---|---|---|---|
| CARTON ENVELOPE | **doc 1** | For letter size documents<br>Coated to protect the content from moisture | 313 x 243 |
| | **doc 2** | For A4 documents<br>Coated to protect the content from moisture | 339 x 302 |
| CARTON BOX | **doc 3** | For heavy documents | 317 x 260 x 37 |
| PLASTIC SATCHEL | **bag 1** | For A4 documents and small flat items, not to exceed 50mm in thickness and up to 2kg in weight | External: 400 x 300<br>Internal: 395 x 290 |
| | **bag 2** | For A3 documents and small flat items, not to exceed 50mm in thickness and up to 4kgs in weight | External: 475 x 380<br>Internal: 470 x 370 |
| CARTON BOX | **box 1** | For documents or contents up to a weight limit of 2kg | 360 x 300 x 90 |
| | **box 2** | For documents or contents up to a weight limit of 5kg | 330 x 290 x 120 |
| | **box 3** | For documents or contents up to a weight limit of 8kg | 360 x 330 x 220 |
| | **box 4** | For documents or contents up to a weight limit of 12kg | 420 x 255 x 340 |
| BOTTLE PACKAGING | **bottle 1** | Ideal for one bottle<br>Inner pack included with the carton box | 328 x 102 x 102 |
| | **bottle 2** | Ideal for two bottles<br>Inner pack included with the carton box | 328 x 204 x 102 |
| | **bottle 3** | Ideal for three bottles<br>Inner pack included with the carton box | 345 x 306 x 102 |

We can also provide special packaging for your medical packaging needs such as dry ice, temperature controlled or ambient packaging.

# MAKE SURE YOUR SHIPMENT IS FIT TO TRAVEL

We rely on customers to pack their shipments well, so we can deliver them in perfect condition.

Follow these simple tips to ensure your shipment will be delivered to your customer just as you want it to.

## Help us deliver in perfect condition

## PACKING BOXES

### INSIDE

- Protect delicate items such as discs and CDs with additional protection
- Wrap multiple items separately
- Check that the box quality is appropriate for the weight of the contents
- Ensure heavy items have additional support or cushioning
- Pack irregular shapes with added protection
- Ensure metal objects are packaged and wrapped with extra care to prevent injury to our staff and damage to other customer's goods
- Ensure highly finished items are well padded for protection
- Ensure fragile items are well wrapped and packed as far away from the edges as possible
- Ensure items that could come into contact in transit have protection between them within the box

### OUTSIDE

- The box is in good condition (no holes/tears/scratches, not crushed, not previously wet)
- Place labels and consignment notes on the top of the parcel. Please do not cover them with tape or shrink wrap
- Ensure label is securely affixed to the package and remove all old address labels
- Ensure the barcode is placed flat and not covered by any other material
- Include a duplicate label inside the package (this will help us to locate your item in the unlikely event of damage to the outer packaging)
- Use high quality adhesive parcel tape to seal parcels closed, with H taping (applied evenly across flaps & seams to both top & bottom)
- Mark any parcels over 25kg as 'Heavy'
- Contents of the shipment should be completely inside the box, with nothing sticking out

## PACKING PALLETS

### DIMENSIONS

Make sure the boxes are within the outer dimensions of the pallet and there is no overhang

### ATTACH BOXES

Make sure boxes are properly attached to the pallet (e.g. with shrink wrap)

### STACKING

If the pallet can be stacked, the boxes should have a flat surface

### PALLET QUALITY

Make sure the pallet is of good quality (no chipped wood) and can be raisedby forklift

### PALLET CONDITION

Make sure the pallet is in good condition, with no damage to its blocks or slats

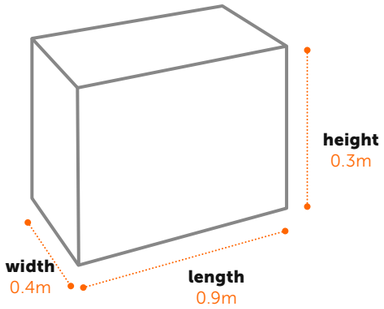
ITEMS OVER 70KG SHOULD BE PALLETISED

# CALCULATING VOLUMETRIC WEIGHT

For international shipments, the maximum weight and dimensions may vary by origin and destinations. The table below is prepared to guide you on our standard dimensions, weight and volumes.

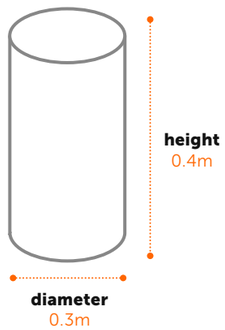
Please contact Customer Service for exact requirements by country or visit www.tnt.co.uk.

EXAMPLE FOR EXPRESS SERVICES




**Box**

| | | |
|---|---|---|
| | Length | 0.9m |
| | Width | 0.4m |
| X | Height | 0.3m |
| | | 0.108 |
| X | conversion factor see below | 200 |
| | volumetric weight equals | 22kg |




**Cylinder**

| | | |
|---|---|---|
| | Diameter | 0.3m |
| | Height | 0.4m |
| X | Diameter | 0.3m |
| | | 0.036 |
| X | conversion factor see below | 200 |
| | volumetric weight equals | 7.5kg |

| SERVICE | CONVERSION FACTOR |
|---|---|
| EXPRESS SERVICES<br>Special Express<br>9:00 Express<br>10:00 Express<br>12:00 Express<br>Express | Multiply by 200<br>Length (m) x Width (m) x Height (m) x 200 |
| ECONOMY SERVICES<br>12:00 Economy Express<br>Economy Express | Multiply by 250<br>Length (m) x Width (m) x Height (m) x 250 |

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0800 100 600

# SIZE AND WEIGHT RESTRICTIONS

For international shipments, the maximum weight and dimensions may vary by origin and destinations. The table below is prepared to guide you on our standard dimensions, weight and volumes.

Please contact Customer Service for exact requirements by country or visit www.tnt.co.uk.

| WITHIN EUROPE | | 9:00 EXPRESS | 10:00 EXPRESS | 12:00 EXPRESS | EXPRESS | 12:00 ECONOMY EXPRESS | ECONOMY EXPRESS |
|---|---|---|---|---|---|---|---|
| MAXIMUM DIMENSIONS | **L** x **W** x **H** (metres) | 2.4x 1.2x 1.5 | 2.4x 1.2x 1.5 | 2.4x1.2x 1.5 | 2.4x 1.2x 1.5 | 2.4x 1.2x 1.5 | 2.4x 1.2x 1.8 |
| MAXIMUM WEIGHT | **PIECE WEIGHT** (not palletised) | 30kg | 30kg | 70kg | 70kg | 70kg | 70kg |
| | **PIECE WEIGHT** (palletised) | N/A | N/A | 500kg | 500kg | 500kg | 1000kg |
| | **CONSIGNMENT WEIGHT** | 210kg | 210kg | 500kg | 500kg | 500kg | 7000kg |

| INTERCONTINENTAL | | 9:00 EXPRESS | 10:00 EXPRESS | 12:00 EXPRESS | EXPRESS | 12:00 ECONOMY EXPRESS | ECONOMY EXPRESS |
|---|---|---|---|---|---|---|---|
| MAXIMUM DIMENSIONS | **L** x **W** x **H** (metres) | 2.4x 1.2x 1.5 | 2.4x 1.2x 1.5 | 2.4x1.2x 1.5 | 2.4x 1.2x 1.5 | N/A | 2.4x 1.2x 1.5 |
| MAXIMUM WEIGHT | **PIECE WEIGHT** (not palletised) | 30kg | 30kg | 70kg | 70kg | N/A | 70kg |
| | **PIECE WEIGHT** (palletised) | N/A | N/A | 500kg | 500kg | N/A | 1000kg |
| | **CONSIGNMENT WEIGHT** | 210kg | 210kg | 500kg | 500kg | N/A | 1500kg |

STEP
04

# TRACKING YOUR SHIPMENT

Have complete control and peace of mind as you track your shipment over its entire journey

# TRACKING YOUR SHIPMENT

## TRACKING YOUR SHIPMENT IS SIMPLE, MAKING SURE YOU ARE ALWAYS IN CONTROL

**From real-time updates on your goods to proof of delivery images by email, we give you full visibility and peace of mind.**

From the moment your shipment is collected to the instant it is delivered, you can track its progress in real-time with TNT.

Just choose from our range of electronic tracking options:

### ONLINE

Visit www.tnt.co.uk with your consignment note number or reference details and receive an up-to-the-minute update.

### SMS TEXT

Send your consignment number or customer reference to 07740 767 767 to receive real-time updates on your consignment's status, direct to your mobile phone.

### EMAIL

Tracking and proof of delivery can be sent directly to your inbox – just email the consignment note number to track@tnt.com for a timely and efficient response.

### CUSTOMER SERVICE

If you need to know where your shipment is and don't have access to the online tools, please just call Customer Service on 0800 100 600.

### SMARTPHONE

You can track your shipments via our mobile optimised website, available for iPhone, Android, Blackberry and Windows Mobile.

## Control at every step

STEP
05

# EASY PAYMENT TOOLS

Our payment tools are designed to save you time and money so you can focus on doing business

www.tnt.co.uk
0800 100 600

# EASY PAYMENT TOOLS

## EVERYTHING WE DO IS DESIGNED TO MAKE BUSINESS SIMPLER

**Our billing system is streamlined to make business simpler.**

With our online systems there's no paperwork, no missing payments and less chance of human error.

Make the most of your time with these systems:

### BILLER DIRECT

The most efficient way to view account balances, outstanding invoices, credits and to make payments.

- Securely manage all TNT invoices
- Download your invoice in one of several formats (pdf, xls, csv, xml, etc.)
- Reduce paperwork, stay environmentally responsible

### ePAYMENT

A free service that allows you to pay your TNT invoices online quickly, efficiently and securely. This functionality makes managing your accounts simpler than ever.

- Pay invoices
- View account statements
- Raise and track queries

STEP
06

# ADDITIONAL SERVICES

We offer you a wide range of experience and additional services to customise your shipments

# ADDITIONAL SERVICES

## SERVICES BUILT AROUND YOU

**Our special collection and delivery services are built around the needs of your business.**

Business is sometimes unpredictable. For these occasions, we offer solutions that work around your special situation, for an additional fee.

### LATE COLLECTION

When your business needs a collection outside of our usual hours, the on-demand collection service means that no matter what time it is, we'll make sure your goods begin their journey.

### SATURDAY COLLECTION/DELIVERY

Send your goods for delivery over the weekend. We can collect on Friday for delivery on Saturday or collect on Saturday for delivery on Monday.

### REMOTE AREA SERVICE

There is nowhere too far and nothing too difficult. We can deliver or collect in hard-to-reach or remote locations. Visit www.tnt.co.uk for postcode details.

### RESIDENTIAL DELIVERY SERVICE

You don't need to limit your deliveries to business addresses. To help meet your customer's needs, we can deliver your goods to residential addresses too.

## HANDLING

**However unusual your delivery might be, our reach and expertise means we have a solution.**

Over the last 70 years, we've handled a vast number of diverse deliveries. Our global team of experts are on hand to help with all your shipping requirements, from the routine to the more out-of-the-ordinary.

### PRIORITY HANDLING

Opt for prioritised handling from collection to delivery. Your consignment will be clearly labelled with our priority sticker.

### ADDITIONAL HANDLING

If you have a shipment that can't be handled on automated conveyor machinery or if they exceed our standard operational dimensions, we will manage with additional handling.

### MULTI-PIECE HANDLING

If your shipment contains more than one item, we can handle it.

If you think your shipment might need special handling please contact Customer Service for more information.

### SPECIAL HANDLING

Sometimes cargo is of an unusual nature, so we have special resources to ensure it's delivered as efficiently and as safely as standard cargo.

We can handle:

- Non stackable (shipments containing non-stackable items)
- In accordance with international transportation regulations (IATA, ADR, etc.) we can manage transport and handling for classified and designated substances.

# ENHANCED LIABILITY

## BY CHOOSING TNT, YOU GET ONE SHIPPING PARTNER FOR THE WHOLE GLOBE

**That means one company to handle every aspect of your shipping needs, including insurance.**

Even though we always take the utmost care with your shipments, circumstances beyond our control can occasionally affect the deliveries.

That's why TNT insurance covers the full value of your shipment against all risks.[1] There is no need to use a separate supplier for this cover, simply add this to your service and manage your worldwide shipping with just one supplier total peace of mind, at your convenience.

Without this insurance, your consignments will be governed by the global conventions as put forward in our Terms & Conditions, offering a limited liability based on the weight of your goods and not the actual value.

Benefit from:

- Extra peace of mind: your delivery is insured against all risks, with compensation up to the full value of your shipment
- Low rates: an additional charge of just 1% of the value of goods [2] (depending on country)
- Easy management: just choose the insurance option when you book, whether online or over the phone
- Worldwide coverage: for almost all types of goods across more than 200 countries

For country-specific information and tariffs, please visit www.tnt.co.uk

(1) Damage to shipments due to inadequate packaging will not be compensated. See terms and conditions for more information.

(2) If the value of your goods is over 25,000 Euro, please contact Customer Service.

# IMPORT SERVICES

## EXPRESS IMPORT

**Managing imports is as easy as exports, thanks to our global reach.**

Our Express Import service lets you control the whole shipping process as an importer. It is just as easy to choose the speed and delivery time when receiving a shipment as you would if you were sending one. You'll even get prices and billing in your own currency, for added convenience.

Express Import enables you to collect shipments in more than 175 countries using the following services:

- 9:00 EXPRESS
- 10:00 EXPRESS
- 12:00 EXPRESS
- EXPRESS
- 12:00 ECONOMY EXPRESS
- ECONOMY EXPRESS

As a global partner, we can handle everything for you. There's no need to contact a provider in the origin country, you only need to contact Customer Service or go online. We will arrange collection, transport and customs clearance on your behalf.

**With our online ExpressImport tool, you can take control of your collections from abroad.**

Uniquely, this system has the ability to request a quote before the booking is completed. This means you can choose from TNT's available services, allowing you control over when your shipment will arrive and at what cost.

The tool is available through myTNT in more than 30 languages such as English, Spanish, German, French, Italian and simplified Chinese.

We can handle everything for you

# DANGEROUS **GOODS**

## WE ARE AN EXPERIENCED SHIPPER OF DANGEROUS GOODS

**We have the equipment and expertise to move dangerous goods safely and securely, giving you complete peace of mind.**

We move dangerous goods around the world every day and can support your business by providing the most suitable means of transportation to ensure safety and regulatory compliance.

Enjoy the reassurance that you are using a licensed partner with the highest level of expertise and the strictest processes to ensure safety and compliance at all times, whether you need to ship by road, sea or air.

**We can provide services for:**

- Fully regulated dangerous goods
- Dangerous goods in limited quantities
- Dangerous goods in excepted quantities
- Radioactive material in excepted packages
- Section II lithium batteries
- Dry ice
- Biological substances category B
- Genetically modified (micro) organisms

For more information on our dangerous goods capabilities, please contact Customer Service.

**Acceptability and limitations**

We can transport most types of dangerous goods when they are prepared in-line with regulatory requirements, but restrictions apply in some countries. Certain types of shipments can only be accepted from dangerous goods approved customers, this is to ensure that all dangerous goods shipments are transported in full compliance with required laws and regulations.

For any advice on dangerous goods, please contact Customer Service to speak to one of our specialists for expert guidance.

# CUSTOMS EXPERTISE

## SMOOTH INTERNATIONAL SHIPPING, WITH THE HELP OF EXPERTS

**Focus on your business with the reassurance that your transportation partner knows and understands the regulations and compliance requirements of the country you're shipping to and from.**

Our expertise and support in export controls, customs clearance, import and export regulations accumulated during 65 years in international transportation, are at the disposal of our customers. We ensure compliance at every turn, keeping up-to-speed on new regulations and understanding fully what's required by customs during the transit of your shipment.

### LEVERAGE OUR KNOWLEDGE AND EXPERTISE

**We provide expertise and support for customs clearance, import and export regulations. Take advantage of our support and knowledge with the following:**

- A fully managed customs clearance service
- Experts with specialist local customs knowledge
- Clear and relevant customs information
- Compliance when completing declarations on your behalf
- Efficient, timely and accurate customs handling
- Approved to secure supply chain trade partnership including AEO, PiP STP+ and C-TPAT(*)

### HELPING YOU GET IT RIGHT – FROM START TO FINISH

**There are a few simple tips that can help you ensure a smooth transition through customs for your goods.**

- Include a commercial invoice and make sure the details on your invoice are accurate
- Provide all the required supporting documents such as Certificate of Origin, ATR and EUR
- Check on compliance and licences to ensure you are not shipping restricted or forbidden goods

## ADDITIONAL CUSTOMS SERVICES FOR YOUR CONVENIENCE

**To make international trade even easier for you, we can also offer additional customs clearance services:**

### DUTIES AND TAX ADVANCEMENT

When you receive goods and don't have any arrangement to pay the duties and local taxes, we can help you with the arrangements with advanced payment of funds so that you can get your goods delivered quality.

### DELIVERY DUTIES PAID (DDP)

You may want to make it easier for your customer by sending goods to them with all charges paid by you, including the duties and local taxes. We may be able to pay these on your behalf and charge it back to you.

### SPECIAL CLEARANCE ACTIVITIES

Do you require transit documents, return for repair of faulty goods or temporary import/export? Just ask if you need non-standard customs declarations, we'll help you to make it as simple as possible.

### OTHER GOVERNMENTAL AGENCIES

When your goods need other governmental agencies to be involved, you can rely on us to be here to help with arrangements, whether it's medical equipment, telecommunications permits or inspections, we are here to help you.

For more information on our customs services, please contact Customer Service.

(*) AEO: Authorised Economic Operator
PiP: Partners in Protection
STP+: Secure Trade Partnership Plus
C-TPAT: Customs, Trade Partnership Against Terrorism

# $CO_2$ SERVICES

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0800 100 600

## FROM ENVIRONMENTAL CONCERNS TO TANGIBLE ACTION

**Our $CO_2$ services help you to proactively address the environmental impact your business makes.**

These services equip you with knowledge and allow you to take action.

### $CO_2$ REPORT

Track and analyse your $CO_2$ footprint.

Choose the detail and frequency of reports, from a single page summary to a detailed data extract. The TNT $CO_2$ Report helps you identify ways to reduce $CO_2$ and meet the compliance needs of your business. The system is externally verified by SGS against the leading European standard (EN16258).

### $CO_2$ NEUTRAL SHIPPING

Mitigate the $CO_2$ impact of your shipments.

Ship your goods in a way that fully offsets any $CO_2$ emissions. We calculate the emissions produced by your shipments and compensate with $CO_2$ credits. TNT exclusively uses the highest quality 'gold standards' credits. You receive a yearly certificate specifying the amount of $CO_2$ that we neutralised on your behalf and you can use the TNT $CO_2$ Neutral logo to show your commitment.

### $CO_2$ AND GLOBAL SUPPLY CHAINS

Predict and model your $CO_2$ impact.

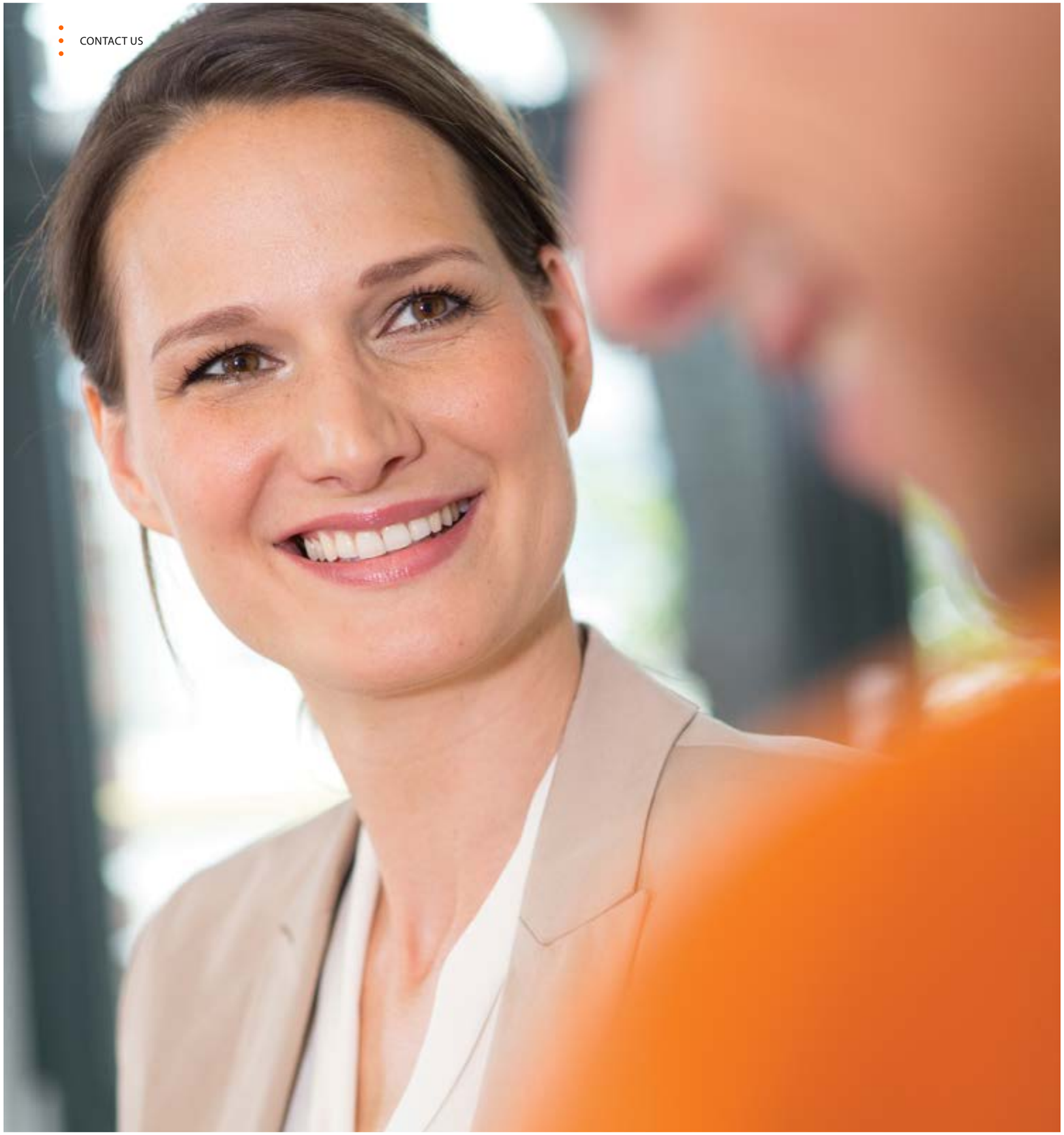
The $CO_2$ Quote predicts the emissions of your future business and can be used for tenders or quote requests. With $CO_2$ Scenario we can model and optimise emissions in your transport supply chain to lower your overall $CO_2$ footprint.

Please visit www.tnt.co.uk for more details.

shipped $CO_2$ neutral with TNT

The Gold Standard® Premium quality carbon credits

SGS VERIFIE





# WE ARE READY TO HELP YOU

When you work with TNT, you can expect outstanding service, knowledgeable staff and a commitment to delivering your customer promises.

We are dedicated to customer service and ready to help you.

Get in touch today to experience our service.

Call 0800 100 600

Visit www.tnt.co.uk

# TNT
## conditions of carriage

All goods are carried subject to the TNT Terms and Conditions of Carriage and Other Services.

www.tnt.co.uk